

Ambre Caperton

7001 Parkwood Blvd., Apt. 3231, Plano, TX 75024 | ambrenicole@gmail.com | 214-299-2490

EXPERIENCE **Advanced Mediator**, Self-Employed (*DFW*)

August 2019 – Present

Lead Transaction Coordinator, Door Realty (*Dallas, TX*)

February 2019 – September 2019

Tasks included:

- Worked with sellers to ensure completion of pre-listing duties in a timely manner: Documentation compliance, Coordination of photography appointments, etc.
- Oversaw team of coordinators and assisted in creating a streamlined onboarding process behind the scenes as the company worked to automate those tasks.

Transaction Coordinator, Redfin (*Plano, TX*)

March 2018 – February 2019

Tasks included:

- Supported Lead Redfin Agents in the post-mutual process by coordinating appointments, acting as a liaison between clients and other parties, and ensuring that all documentation and tasks are completed per compliance standards

Realtor, Part & Full-time with Keller Williams, Real Brokerage, and Ethos Realty (*Dallas, TX*)

July 2017 – March 2018

QA Operations Analyst, AmTrust North America (*Dallas, TX*)

September 2015 – August 2017

Tasks included:

- Manipulated small databases in Excel with strong use of the Vlookup function, Pivot Tables, and some use of Macros
- Basic knowledge of SQL to query information and update reports
- Analyzed trends of historical and current data within production environments to maximize revenue and productivity
- Collaborated with Business Analysts to generate and analyze daily and weekly production reports to maximize operation workflow
- Created a design for the division's manuals in Publisher and implemented technical writing to professionalize the training materials
- Compiled data and create designs for sales, production, and training presentations in PowerPoint for upper management
- Altered PDFs with Adobe Acrobat to comply with industry standards

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EXPERIENCE

(Continued)

Contract Reviewer, HomeTelos (First Preston HT) (*Addison, TX*)

February 2011 – June 2015

Tasks included:

- Reviewed HUD REO Contracts for acceptance according to HUD's ever-changing guidelines and collected incoming Earnest Money
- Interfaced with Real Estate Agents to ensure proper understanding of procedures and contract guidelines as well as confirm timeline compliance
- Entered Closing HUD-1 figures into HUD's system (Yardi/P260), Audited Post Closing Packages for Compliance
- Created detailed Manuals for various positions, including HUD Bid Administration, Contract Review, and Disposition (*Appraisal & BPO Review*)

Order Processing Representative, Trace Elements, Inc. (*Addison, TX*)

February 2010 – January 2011

Tasks included:

- Invoiced Customers & Posted Payments
- Interfaced with UPS, Answered phones, Data Entry, and Filing
- Supported co-workers in Accounts Receivable
- Assisted with International Orders
- Compiled Hair Analysis Reports for Clientele

Accounts Receivable, Wells Fargo Capital Finance (*Dallas, TX*)

July 2009 – February 2010

Tasks included:

- Data Entry and posted payments in FAS, Answered Phones, Researched Payments, Filing, Prepared outgoing mail, Sorted incoming mail, and Delivered the Bank Deposit

Contractual Receptionist and Admin, Sun Temporary (*Plano, TX*)

August 2006 – July 2009

Tasks included:

Created Systems and Manuals for each new position for prospective permanent employees to follow, Answered multi-line telephone systems, Greeted Clients, Data Entry, Filing

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EXPERIENCE

(Continued)

Office Manager, Center for Creative Media (*Lindale, TX*)

September 2003 – August 2006

Tasks included:

- Personnel Management: Supervised an office of three interns
- Network Affiliate: Contact for all networks that broadcasted our weekly television show
- Research: Gathered research and posed questions in preparation for interviews
- Rights & Clearances: Acquired necessary permissions and licenses
- Calendar Management: Managed the office's schedule in accordance to meetings, classes, and retreats
- Travel: Made reservations for all of the crew's travel and set up appropriate transportation
- Finances: Managed accounts payable and accounts receivable for the office
- Customer Service: Liaison for outside contacts and artist relations
- Courier Services: Managed daily incoming and outgoing deliveries
- Production Management: Oversaw media duplication and delivery
- Human Resources: Managed intern and staff paperwork
- Special Events: Coordinated banquets for up to fifty people in addition to events for VIP's
- Production Assistant: Stand-Up: The Great Awakening (Fall 2003), Gospel Music Awards (Spring 2004 & 2006), and Creation Festival East (Summer 2005)

CERTIFICATES & RECOGNITION

Texas Certified Advanced Mediator, 2019

Texas Real Estate Sales Agent License, 2017-2019

Member of NAR, TAR & MetroTex, 2019

American Mensa Member, 2017-2019

Telly Award Winner 2005 (*As Part of Team*) – Production Manager, Casualties of War

Telly Award Finalist 2005 (*As Part of Team*) – Production Manager, Casualties of War

Telly Award Finalist 2005 (*As Part of Team*) – Production Manager, ATF: Keep It Real Event DVD

Telly Award Finalist 2005 (*As Part of Team*) – Production Assistant, Stand-Up: The Great Awakening

EDUCATION

Mathematics at Liberty University

Graphic Design & Film at Collin College

Honor Academy Graduate Internship – Graduate as of August 2005 (*Lindale, TX*)

Honor Academy Undergraduate Internship – Graduate as of August 2004 (*Lindale, TX*)

Frisco High School – Honor Graduate as of May 2003 (*Frisco, TX*)